

## 192.0 Public Employees Retirement

IT Plan Version: B 2

### Goals and Objectives

<b>Goal: 1</b>	1. Update infrastructure to enable staff to more efficiently support members, employers and providers.		
	<b>Objectives</b>	<b>Timeframe</b>	<b>Accomplishments/Status</b>
	1 1. Insure that all servers and workstations are Y2K compliant.	99-01	Completed September 1999
	2 2. Migrate token ring network to ethernet, operating system from OS/2 to MSWindows NT, and office automation software to Microsoft Office 97.	97-99	Completed February 1999
	3 3. Upgrade all hardware once every 3 years and software every year.	Ongoing	
<b>Goal: 2</b>	4 4. Upgrade/replace Cafeteria Plan Administration software for the FlexComp program with a package that provides for direct deposit of claim payments.	01-03	A search for available packages will be completed in 99-01; new package will be acquired and installed by 12/01
	2. Improve communications and support to members, employers and providers.		
	<b>Objectives</b>	<b>Timeframe</b>	<b>Accomplishments/Status</b>
	1 1. Create a website that provides benefit plan information and keep it updated with current information.	Ongoing	Web site completed September 1998; maintenance is ongoing
	2 2. Enhance member annual statements to more effectively communicate personalized benefit information for all plans the member participates in.	01-03	Options for accomplishing this will be evaluated in 99-01 and implemented 01-03.
	3 3. Expand usage of e-mail to distribute information to members, employers and providers.	99-01	
	4 4. Implement a call tracking system to better monitor response time to incoming calls.	99-01	
	5 5. Research the feasibility of using video conferencing to improve services to remote members, employers and providers and provide for the efficient utilization of staff time.	01-03	
	6 6. Investigate methods for accessing information maintained by Blue Cross Blue Shield and integrating it with data maintained at PERS to allow staff to better respond to questions from members without having to refer them to BCBS.	Ongoing	
	3. Evaluate methods to utilize technology to improve staff efficiency and service to members, employers and providers.		
	<b>Objectives</b>	<b>Timeframe</b>	<b>Accomplishments/Status</b>
	1 1. Further automate the group insurance billing reconciliation process to reduce billing costs, increase staff efficiency and provide more timely eligibility listings to the insurance carriers.	99-01	Work on this project began in 1999 and will continue throughout 2000.
	2 2. Develop an automated solution to assist with the dental and long term care premium reconciliations to increase staff efficiency and provide more timely eligibility listings to the insurance carriers.	01-03	
	3 3. Purchase and install software that will allow the manual call logging/follow-up process currently performed by member service representatives to be automated.	99-01	
	4 4. Establish a universal front end for all demographic data entry to better integrate mainframe and PC databases.	03-05	

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**Goal: 3** Continued....

### Objectives

- 5 5. Research automated tools that are available to perform records management/retention functions for electronic records, paper records and maintaining inventories of forms and publications.
- 6 6. Conduct a feasibility study, during the 01-03 biennium, for using optical imaging as an alternative to micrographics for records retention. If feasible, pursue funding and implement during the 03-05 biennium.
- 7 7. Establish and implement an IT training program for agency staff to assist them in remaining proficient with the software available to them.
- 8 8. In the 99-01 biennium, research and develop a plan for the implementation of an integrated voice response system during the 01-03 biennium. The first phase would be to implement an auto attendant feature; the second phase would allow for more interactive options, such as account inquiry and benefits enrollment.
- 9 9. In the 99-01 biennium, research and develop a plan for expanding the existing web site to include the ability to conduct E-Business in the 01-03 biennium. This would include account inquiries and updates from members, employers and providers; employer FTP reporting; and benefit enrollments.

### Timeframe

01-03

01-03

Ongoing

01-03

01-03

### Accomplishments/Status

**Goal: 4** 4. Maintain mainframe system.

### Objectives

- 1 1. Implement statute directed benefit changes.

### Timeframe

Ongoing

### Accomplishments/Status

Two major enhancements were made to the mainframe system to implement legislative benefit changes that became effective January 2000: a new defined contribution system and allowing members to vest in the employer contribution to the retirement system based upon participation in a deferred compensation plan.

Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05	
1 Mainframe System	1	Maintenance/Base	Ongoing					
The agency has a number of systems maintained on the State’s mainframe at ITD. The largest systems consist of the database and major business applications for the retirement, group insurance, and retiree health insurance credit programs. The database contains detailed information for each participating employee and participating employer. The application systems provide for the various benefit calculations, tax reporting statements, insurance premium billings and eligibility listings. Currently the central payroll system, Bank of North Dakota and University System provide monthly employee retirement contribution and insurance premium updates electronically.					IT PLAN ESTIMATED COST	\$563,301	\$457,104	\$529,456
					BASE BUDGET REQUEST		\$457,104	
					OPTIONAL BUDGET REQUEST		\$0	
					BUDGET NONAPPROPRIATED		\$0	
The agency is currently finalizing the development of a deferred compensation system on the								

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Activity Continued...

1	Mainframe System	1	Maintenance/Base	Ongoing				
<p>mainframe. This new system consists of the database, the applications necessary to record employer reporting of deferred compensation deductions, and the ability to integrate with the retirement system to determine eligibility for vesting in the employer contribution. This system will also receive information electronically from the central payroll system, Bank of North Dakota and University System.</p> <p>The agency has two smaller systems that are also maintained on the State's mainframe. One system accesses information provided by the central payroll system to update participant accounts on the FlexComp system. The other system accesses information provided by the Bank of North Dakota to update the agency's outstanding check lists.</p>								
Activity		Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
2	LAN System	2	Maintenance/Base	Ongoing				
<p>The agency has a local area network (LAN) that is maintained in-house. The network consists of 2 file servers, 27 client workstations and 7 printers. Each staff member can access word processing and spreadsheet applications, E-mail, internet, and the mainframe from their workstation.</p> <p>There are four in-house developed business applications residing on the LAN. The Deferred Compensation System contains demographic information for program participants. This system is being replaced by the mainframe application currently under development. The Service Purchase System provides recordkeeping functions for employees purchasing retirement service credit. The Batch Entry System allows for batch data entry of monthly retirement contributions, insurance premiums and deferred compensation deductions which are entered and uploaded to the mainframe system. The FlexComp Entry System is used to enter new FlexComp agreements at the beginning of each plan year. A file containing this information is uploaded to the mainframe for access by the central payroll system to update the employee's payroll record.</p> <p>The FlexComp Plan is maintained on a Cafeteria Plan Administration software package which resides on the agency's file server. This package is used to account for all plan activity, such as recording contributions, processing claims, issuing reimbursement checks and reporting participant account activity.</p>								
IT PLAN ESTIMATED COST						\$145,883	\$219,520	\$163,998
BASE BUDGET REQUEST							\$183,370	
OPTIONAL BUDGET REQUEST							\$36,150	
BUDGET NONAPPROPRIATED							\$0	

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
<b>3 Telephone</b>	3	Maintenance/Base	Ongoing				
The agency's telephone service is provided through ITD. The agency plans to add IVR features to its phone system in the 01-03 biennium.					<b>IT PLAN ESTIMATED COST</b>	\$50,576	\$75,432
					<b>BASE BUDGET REQUEST</b>		\$75,320
					<b>OPTIONAL BUDGET REQUEST</b>		\$46,706
					<b>BUDGET NONAPPROPRIATED</b>		\$28,726
							\$0
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
<b>4 Micrographics</b>	4	Maintenance/Base	Ongoing				
The agency currently uses the micrographics services provided through ITD. All documents which must be retained permanently are currently stored on microfilm or microfiche. The agency continues to look for feasible electronic storage methods that would replace microfiche.					<b>IT PLAN ESTIMATED COST</b>	\$55,000	\$80,050
					<b>BASE BUDGET REQUEST</b>		\$249,475
					<b>OPTIONAL BUDGET REQUEST</b>		\$68,050
					<b>BUDGET NONAPPROPRIATED</b>		\$0
							\$12,000
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
<b>5 Improve Billings</b>	5	Enhancement/Upgrade	11/1999	12/2001			
The group health, life and EAP insurance billing process will be further automated. Preliminary planning is scheduled to start during the current biennium, with a target completion date of December 2002. Once this process is up and running, the agency would like to develop an automated solution for the dental and long term care insurance premium reconciliations.					<b>IT PLAN ESTIMATED COST</b>	\$4,080	\$50,105
					<b>BASE BUDGET REQUEST</b>		\$2,880
					<b>OPTIONAL BUDGET REQUEST</b>		\$50,105
					<b>BUDGET NONAPPROPRIATED</b>		\$0
							\$0
<b>Justification:</b>							
Further automation of these billings will reduce billing costs, increase staff efficiency and provide more timely eligibility listings to the insurance carriers.							
<b>Impact on other activities:</b>							

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05	
6		Communications	7	Enhancement/Upgrade	07/2000	06/2005		
The agency has identified a number of projects that will help improve communications with members, employers and providers. These projects include: A) maintain a website that provides timely and beneficial information; B) enhance member annual statements; C) expand usage of E-mail to distribute information; D) explore feasibility of video conferencing and E) improve access and integration of BCBS data.					IT PLAN ESTIMATED COST	\$35,044	\$31,400	\$9,564
					BASE BUDGET REQUEST		\$26,400	
					OPTIONAL BUDGET REQUEST		\$0	
					BUDGET NONAPPROPRIATED		\$5,000	
Justification:								
Communication is critical for the agency to meet its goals and objectives. The website and e-mail are economical means for providing timely information to a large number of people. Video conferencing would be a way to improve services to remote members, employer and providers and provide for more efficient utilization of staff time. Enhancements to the existing member annual statement will allow the member to receive information on their participation in all the programs administered by the agency. Improving our access and integration of BCBS data will improve our service to members by allowing staff to better respond to questions without having to refer the member to BCBS.								
Impact on other activities:								

Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05	
7		E-business	6	New Initiative	07/2000	06/2003		
The agency would like to allow members, employers and providers to perform inquiries and updates to the databases maintained by PERS and allow members to enroll in benefit plans electronically. The agency would like to offer these capabilities through IVR on the phone system and through the internet.					IT PLAN ESTIMATED COST	\$1,872	\$200,542	\$112,940
					BASE BUDGET REQUEST		\$0	
					OPTIONAL BUDGET REQUEST		\$200,542	
					BUDGET NONAPPROPRIATED		\$0	
Justification:								
Currently, members, employers and providers are limited to accessing information from the agency during business hours. Allowing electronic access to information maintained by PERS will allow members, employers and providers to obtain basic information 24 hours a day, at their convenience. Allowing on-line changes and benefits enrollment would eliminate the need for a form to be completed and sent to PERS.								
Impact on other activities:								

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05	
8 Universal front-end	8	Enhancement/Upgrade	07/2003	06/2005				
Develop a universal front end for all demographic data entry either on mainframe or PC based system.					IT PLAN ESTIMATED COST	\$0	\$0	\$40,730
					BASE BUDGET REQUEST		\$0	
					OPTIONAL BUDGET REQUEST		\$0	
					BUDGET NONAPPROPRIATED		\$0	
Justification:								
This will reduce staff time on data input and improve data accuracy.								
Impact on other activities:								
Total Agency					IT PLAN ESTIMATED COST	\$855,756	\$1,114,153	\$1,184,363
					BASE BUDGET REQUEST		\$831,735	
					OPTIONAL BUDGET REQUEST		\$265,418	
					BUDGET NONAPPROPRIATED		\$17,000	